

## Wake Forest University School of Medicine uses Box in the ER to make resident education and hospital processes more efficient and collaborative.



“Box gives us more time to be at the bedside. It saves us from having to stare at a computer screen and allows us to actually be with the patient and interact with them more.”

### James O’Neill

Assistant Professor of  
Emergency Medicine,  
Wake Forest University  
School of Medicine

### The Challenge

- The Wake Forest University Medical School includes both a Level 1 trauma center—receiving 100,000+ emergency visits a year—and a busy academic program, with 40 residents and 25 faculty members. With so much activity, it’s mission-critical to keep physicians on the same page with regard to administrative processes, medical protocols, and resident education.
- Wake Forest was using email and posting PDFs on SharePoint to make medical protocols and administrative information available to physicians. But updating anything—and updates are frequent—required multiple arduous steps. Plus, once a file had been updated, it could easily get buried in email or lost on SharePoint, and a mobile user might never even know it had been updated. As a result, physicians weren’t getting critical information.
- SharePoint was not integrated with physicians’ mobile devices, which meant that doctors sometimes had to leave the exam room to find a computer with access—and then spend vital minutes searching for the relevant information. As a result, clinicians were losing time with patients.
- Email was the collaboration tool of choice—but, unfortunately, it limited collaboration. The Journal Club, in which doctors share and discuss medical articles every month, required physicians to track the monthly submissions on their own desktops and devices. And Dr. James O’Neill, who is collaborating with colleagues at another facility on a medical textbook, ran into snags sharing large multimedia files.
- Continuing Medical Education (CME) is a must for every physician, and Wake Forest has a rich stable of medical talent whose knowledge they wanted to make available. The solution was clear: Videotape lectures and publish them online. But the video files were huge—700 MB each, at 150 lectures per year—and Wake Forest needed to protect their intellectual property.
- In the past 30-40 years, medical education has transformed from a top-down institution to a far more collaborative and open discipline. As a leader in the field, Wake Forest’s medical school was invested in offering its residents opportunities to contribute as they learned. Yet email tended to keep residents relatively siloed.

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“Before I do a procedure on any patient, even if I’ve read the PDF a hundred times, I always read it again. So I just pulled out my iPhone, opened up Box, searched for paracentesis, and pulled up my favorite PDF.”

#### Illtifat Husain

Emergency Medicine  
Resident Physician,  
Wake Forest University  
School of Medicine  
Editor and Founder,  
iMedicalApps

## The Solution

- Initially, Wake Forest tried Dropbox to meet their file-sharing needs. But Dropbox didn't allow them to set permissions on their files, security was iffy, and UI wasn't intuitive enough to appeal to users. Then resident physician Illtifat Husain, who had used Box as a medical student to store important documents, introduced it to mentor James O'Neill. When they rolled Box out with a select group of residents and faculty, users immediately took to it.
- Protocols and processes are now published on Box, where they're easy to update and access at any moment, including remotely. Doctors no longer have to hunt through old emails, attempt to navigate SharePoint, or search the ER for printed-out updates. Instead, they simply use the search feature on Box—and they always have up-to-the-minute information.
- Box integrates seamlessly with physicians' mobile devices, allowing them to stay in the exam room while they access needed data and speeding the search process so that they have more time interacting with patients. Added bonus: Attending physicians can access residents' schedules via Box as well.
- With Box, the Journal Club is able to keep all articles in a single, easy-to-find location and to track the history of what they've read and discussed. And O'Neill and his textbook co-writers are benefiting from greatly enriched collaboration, using Box folders to share files for their book and using the Discussions tab to track their conversations.
- Because it's a cloud-based solution, Box's storage capacities are essentially infinite. And with a preview-only option, Box allows Wake Forest to publish its videos while protecting them from being downloaded. With the CME videos published on Box, physicians all over the world can view the content—including on their mobile devices—and Wake Forest can enhance its reputation as a leading institution.
- Residents at Wake Forest are using Box to share information with their professors and to start their own discussions and share learning with each other. Recently, a resident had a disagreement with a consultant about a procedure—and posted an article on Box to support his position.

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“With Box, I can update protocols on the fly, from my cell phone, and suddenly the whole institution is up-to-date. It’s unbelievable how much time that saves.”

**James O’Neill**

Assistant Professor of  
Emergency Medicine,  
Wake Forest University  
School of Medicine

## The Results

- O’Neill estimates that Box saves each resident and faculty member 3-4 minutes every time they are looking for a specific schedule, textbook, or article. In addition, people use these resources more often due to their easy access.
- Because Box is so much easier to update, access, and navigate than other solutions Wake Forest tried, physicians are now much better informed about updates to medical protocols and administrative procedures.
- Now that he and his textbook collaborators can share large files and link their discussions to those files, O’Neill saves multiple hours each month.
- By making lectures available for free on Box, Wake Forest is providing a valuable Continuing Medical Education service to residents and doctors all over the world, enhancing its reputation as a leader in the field, and potentially attracting even more highly desirable applicants.

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